

# *Pre-Service Training*



*Missouri Department of Corrections  
Training Academy  
P.O. Box 236  
Jefferson City, MO 65102*

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*\*PPAs not included in this portion of the training*

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*\*IPOs are not included in this portion of the training*

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## **PRE-SERVICE TRAINING**

### **SECTION A: BASIC TRAINING**

#### **Infectious Diseases**

**W**e discuss symptoms as well as techniques that may be used on the job to reduce being at risk for AIDS. It also includes explanations of TB and Hepatitis B. (2 Hours)

#### **PREA – Prison Rape Elimination Act**

**T**his training class is for newly-hired staff to the Missouri Department of Corrections (MDOC) and serves as an introduction to the new PREA standards and how they apply throughout the department. Course includes information on the federal Prison Rape Elimination Act Guidelines; a definition of PREA; its applicability to all MDOC staff; and definitions of offender sexual abuse. (2 Hours)

#### **Reception and Orientation**

**D**uring this presentation the employee is welcomed to the Department. Academy standards and requirements are outlined together with other administrative concerns. (2 Hours)

#### **Stress Management**

**T**his module will offer participants the opportunity to examine the causes of stress and how these stressors may impact health. Stress management coping techniques will be explored and participants will develop a personal plan to combat stress and stressors. (4 Hours)

#### **The Missouri Department of Corrections: An Overview**

**T**his training module provides new employees to the Missouri Department of Corrections an introduction to the agency mission and the duties and responsibilities of the four divisions. (4 Hours)

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## **PRE-SERVICE TRAINING**

### **The Missouri Reentry Process in Corrections**

Based on the national pilot, "Transition from Prison to the Community," this module will provide participants with an overview of the Missouri Reentry Process and how it is designed to assist offenders with the reintegration back into the community. Addressed are the different phase that the offenders will move through, the concepts that are being used to assist them and the role that staff will play in this process. (8 Hours)

### **The Profession of Corrections**

Professionalism, ethical behavior and sexual harassment issues are the focus of this program. Participants will work together through situational exercises to discover the requirements of the Missouri Department of Corrections in regard to these issues. The five step decision making model is introduced and allows participants to apply the concepts addressed in this module. (6 Hours)

### **Workplace Diversity**

Workplace diversity is an element of the workforce that can provide opportunity for valuing the differences everyone brings to the workplace. While traditional work roles are becoming a thing of the past, the struggle to understand one another in the workplace continues. In this class, participants will work in small groups, individually and one on one with a fellow student to discuss and address possible biases and preconceived ideas about diversity to build a competent and unified work force. (6 Hours)

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## **PRE-SERVICE TRAINING**

### **SECTION B: CONTRACTED STAFF BASIC**

#### **Overview**

This training module provides new employees to the Missouri Department of Corrections an introduction to the agency mission and the duties and responsibilities of the four divisions. (1 Hour)

#### **The Profession of Corrections**

Professionalism, customer service and ethical behavior are the focus of this program, as participants work together to discover the requirements of the Missouri Department of Corrections. The five step decision making model is introduced and participants will have the opportunity to apply the concepts addressed in this module. ( 2 Hours)

#### **Infectious Diseases**

This is one module of the mandatory course for Contract Staff working for the Missouri Department of Corrections. This class provides information on infectious diseases. ( 1 Hour)

#### **Staff and Offender Relations**

This module will introduce Contract Staff to the appropriate relationship between them and the offenders and ways to protect themselves from being manipulated. ( 2 Hours)

#### **Anatomy of a Set-Up**

This mini-lecture will provide Contract Staff with information about offender manipulation and how to protect against the setup process. ( 2 Hours)



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## **PRE-SERVICE TRAINING**

### **Suicide Intervention/Prevention**

This module will provide participants with basic information about suicides which occur in prisons. Participants will explore the reasons for prison suicides and apply intervention/prevention strategies in situational activities. (2 Hours)

### **Special needs Offenders**

The student will be able to compare and contrast individuals with mild or moderate intellectual disabilities, learning disabilities, and emotional problems. They will assess the potential problems from these impairments, predict how staff might be affected and learn techniques that facilitate learning and effective communication. (2 Hours)

### **Contraband**

This was written as a guide to aid MDOC employees in techniques and principals in controlling drugs and other contraband. One of the most important parts of your institution's total security program is the identification and control of drugs and other contraband. Staff that recognize the importance of the identification of drugs and other contraband and take the proper steps to control it will be more successful in their profession of operating a more secure and humane institution. (2 Hours)

### **Riots and Disturbances**

It is vitally important that everyone working in a correctional facility is aware of the dynamics of riots and disturbances. This program will introduce the warning signs of a riot and focus on providing staff knowledge that will assist them in defusing the situation (2 Hours)

### **Defensive Tactics Break Away Techniques**

This module provides new employees training with basic defensive skills needed for self-protection. This course in Defensive Tactics teaches safety precautions, basic principles, distraction techniques, and break away techniques. It is for Contracted Staff who want to be able to get away from an offenders attack and for self protection.

This is not a certification class, so there isn't a written test or proficiency test.  
(8 Hours)

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## **PRE-SERVICE TRAINING**

### **SECTION C: INSTITUTIONAL BASIC**

#### **Anatomy of a Setup**

This class provides employees an inside look at criminal thinking and behavior. It outlines the steps of a set-up (manipulation) and describes the process. This class is designed to provide employees with techniques to prevent or stop a set-up. It also helps the employee realize the importance of monitoring his/her behavior and at the same time improve staff/offender relations. Procedures for reporting set-up attempts are also covered. (4 Hours)

#### **Constitutional Law in Corrections**

This course describes the constitutional rights of offenders in a correctional setting and explains the department procedures that were developed to safeguard those rights. Applications of the U.S. Constitution, Missouri Constitution, as well as, state and federal laws are the basis for this course. (6 Hours)

#### **Contraband**

This was written as a guide to aid MDOC employees in techniques and principals in controlling drugs and other contraband. One of the most important parts of your institution's total security program is the identification and control of drugs and other contraband. Officers that recognize the importance of the identification of drugs and other contraband and take the proper steps to control it will be more successful in their profession of operating a more secure and humane institution. (4 Hours)

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## **PRE-SERVICE TRAINING**

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### **Evidence**

This program provides participant with the basic rules of evidence preservation and collection. Through practical application staff will differentiate between contraband and evidence and the proper classification, preservation and securing evidence. (2 Hours)

### **Incident Command Overview**

This program gives entry level staff a basic familiarization with the Department's response to emergencies within our facilities. (2 Hours)

### **Pepper Spray Use and Chemical Agent Awareness**

This training module will provide participants with the knowledge and skills necessary to deploy pepper spray in a use of force situation. Also addresses in this module are the issue of decontamination and first aid protocol. (2 Hours)

### **Report Writing**

This course deals with the purposes and reasons for writing good reports as they pertain to DOC. Components include the "Seven Essentials" of writing reports and the "Four Cs" which help the writer check for correct usage of punctuation and grammar, conciseness, completeness and clarity. The importance of ones signature as a guarantee of accuracy is also included. Students are required to write a report on a specific incident which is graded on the skills taught in class. (8 Hours)

### **Restraints**

This training module will provide participants with a basic knowledge of the use of restraints in a correctional environment. Staff will examine the use of force issues that surround the use of restraints and practice the application of restraints as outlined by the agency. (4 Hours)

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## **PRE-SERVICE TRAINING**

### **Riots, Disturbances, and Hostages**

It is vitally important that everyone working in a correctional facility is aware of the dynamics of riots and disturbances. This program will introduce the warning signs of a riot and focus on providing staff knowledge that will assist them in defusing the situation. (2 Hours)

### **Searches**

This training module provides participants the opportunity to complete a detailed examination of the Department policies and procedures on searches. Emphasis on frisk searches, cell searches and opposite-gender searches is stressed along with the proper methods of performing searches. Participants will be provided skill building exercises in multiple types of searches. (4 Hours)

### **Special Needs Offenders**

The student will be able to compare and contrast individuals with mild or moderate intellectual disabilities, learning disabilities, and emotional problems. They will assess the potential problems from these impairments, predict how staff might be affected and learn techniques that facilitate learning and effective communication. (2 Hours)

### **Staff / Offender Relations**

The professional relationship you maintain with offenders will have a tremendous impact on your effectiveness to manage the offenders. This class emphasizes how to communicate with offenders with the end result being cooperative actions by the offenders. The proper attitude for staff when making requests of offenders or responding to requests from offenders is also covered. (4 Hours)

### **Suicide Intervention / Prevention**

This module will provide participants with basic information about suicides which occur in prisons. Participants will explore the reasons for prison suicides and apply intervention/prevention strategies in situational activities. (2 Hours)

### **Threat Group Basics**

This program will provide participants with basic knowledge of threat groups, both on the street and in the correctional facilities. It explores the motivating factors that encourage threat group participation, recruitment efforts and the criminal activities that these groups may be involved. Staff will have the opportunity to examine the threat group identification characteristics and determine with what group they associate. (4 Hours)

### **Use of Force Issues**

Correctional agencies administer sanctions and punishments imposed by courts for unlawful behavior. Assigned to correctional agencies involuntarily, offenders sometimes resist authority imposed on them, and may demonstrate violent and destructive behaviors. Use of legally authorized force by correctional authorities may become necessary to maintain custody, safety, and control. This training module will help provide guidance to the type and degree of force that can be reasonably used to gain an offender's compliance. (8 Hours)

### **Selected Policies**

Policies and procedures impact institutional staff on a daily basis. This curriculum examines those policies that most frequently impact institutional staff. Specifically examined in this module are employee appearance, institutional counts, offender movement, and segregation status. (4 Hours)

### **Tactical Communication**

This course encourages staff to strive to seek a peaceful and positive resolution to confrontation before it escalates into a physical encounter using empathy, professional integrity, and mediation. Guidelines for developing skills in tactical and professional communication are set while putting responsibility for behavior in its proper perspective. (8 Hours)

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## **PRE-SERVICE TRAINING**

### **SECTION D: CUSTODY BASIC**

#### **Defensive Tactics**

This module provides new employees training with basic defensive skills needed for self-protection. Defensive techniques for multiple areas of attacks are the focus of this program. Staff also explore jeopardy and the requirements for force escalation. (20 Hours)

#### **Officer Survival**

This program is designed to assist students recognize and overcome mistakes that could place them or other staff in danger. The lesson plan explores tactical and attitude mistakes and offers measures to avoid them. It also examines the importance of working as a team to achieve agency goals. (2 Hours)

#### **Shotgun Certification**

This program allows participants to practice the basic skills and concepts necessary to safely use the MDOC approved 12-gauge shotgun. Successful completion of this program is currently required as part of Custody Basic Training. Participants are required to complete the Basic Shotgun Certification course achieving a score of 70% or above in order to pass. (6 Hours)

#### **ECSI First Aid/CPR/AED**

Emergency Care and Safety Institute (ECSI). This class replaces the American Red Cross SFA/CPR/AED classes. This is a two-year certification. (8 Hours)

## **PRE-SERVICE TRAINING**

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### **Institutional Orientation**

Prior to attending the Custody Basic Training program custody staff will receive an orientation program at their institution which will include but not be limited to Policy and Procedure, Standard Operating Procedures, Post Orders, and Job Shadowing. (Week 1 on the job)

### **On the Job Training**

Once custody staff have completed the Custody Basic Training curriculum, they will return to their respective institutions to complete Hard skills and an On-the-Job training (OJT) module.

The OJT module consists of a 80 hour familiarization with work assignments that custody staff will encounter within their classification. While OJT assignments will vary from institution to institution it is required that the chief of custody assign new custody staff to key posts (i.e. Control Center, Segregation Units, Protective Custody Units, etc.) with experienced correctional officers who will provide coaching on the correct procedures of the posts. This assignment will occur prior to shift assignment allowing new staff to become familiar with operational procedures of their assigned institution. (80 Hours)



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## **PRE-SERVICE TRAINING**

### **SECTION E: P&P INITIAL PRESERVICE TRAINING**

#### **Case Summary Reports**

This module was designed to provide new Probation and Parole Officers with the guidelines as established by policy and procedure for completing Case Summary Reports. This module presents the general format and structure of a case summary report and the specific functions, purposes, and reporting cycles for each of the seven types of case summary reports. Examples of each are provided and application of the information presented is afforded through case studies in which the participants complete the narrative section of an Initial Case Summary Reports and through processing questions. (2 Hours)

#### **Conditions, FRRI, Supervision Strategies / Programs**

This module will provide new Probation and Parole staff with a basic understanding of the supervision process regarding offenders who have been placed on Probation or Parole. The class covers several different aspects of the supervision process by detailing Conditions of Supervision and the Field Risk Reduction Instrument assessment tool which is used to calculate the appropriate intervention level and predict the potential benefit of community supervision strategies and community treatment. An overview of programs available for offenders within the various supervision strategies will be explored. (8 Hours)

#### **Criminal Justice Overview**

This training provides an overview of the Criminal Justice system in Missouri for new Probation & Parole Officers. (1 Hour)

#### **Domestic Violence and Family Issues**

This module covers domestic violence, elder abuse, and child abuse. Staff are provided with information that informs them of what constitutes family violence. The module lists numerous examples where the students are required to determine whether or not abuse had occurred. In addition, staff are provided with information on the laws surrounding the different forms of abuse. (2 Hours)

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## **PRE-SERVICE TRAINING**

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### **Dynamics of Chemical Dependency**

This module covers basics of Chemical Dependency. Participants will evaluate personal biases, and explore myths and misunderstandings pertaining to substance abuse. Participants will receive an overview of the categories of drugs and substances commonly abused by offenders, and an introduction to available supervision and treatment strategies relevant to substance abusing offenders. The module contains several exercises to provide staff opportunities to exercise their decision-making skills pertaining to the supervision and treatment of chemically dependent clients. (4 Hours)

### **Employment and Education Resources**

This module covers issues surrounding the employment and education of clients being supervised in the community setting. This is an interactive program where staff are given the opportunity to explore the benefits of employment to not only the client but, the officer as well. Staff are provided with a list of barriers clients face in seeking employment/education and given an opportunity to explore ways that these barriers can be overcome. (2 Hours)

### **Evidence Based Practices**

The module is designed to provide an overview of evidence based practices. Evidence based practices moves beyond “best practices” models that were based on the collective experiences of the field in that it emphasizes the results of scientific research. Participants will learn how and why Probation and Parole can use the best available evidence based data to guide consistent policy, procedure and program development decisions. (1 Hour)

### **Interstate Compact**

This module will detail the various components of the Interstate Compact Agreement by the Missouri Board of Probation and Parole. The material covered in this class details the various components of the Interstate Compact process. It will also provide information about the Interstate Commission for Adult Offender Supervision (ICAOS), which governs the rules for Interstate Compact. This is an interactive program where staff is responsible for knowing where to find the rules and policies as well as illustrate the processes that officers must complete to transfer a case from or to the state of Missouri.. (2 Hours)

### **Interview and Assessment Process**

This module was designed to provide new Probation and Parole Officers an opportunity to explore and utilize the Interview and Assessment worksheet. This module will cover communication basics that are required to develop good interview skills. These skills will then be applied through a mock interview process. (4 Hours)

### **Legal Issues**

This course explains how this body of jurisprudence affects the rights of those on supervision and the responsibilities of the Department employees in protecting those rights. Specific attention is given to the First, Fourth, Fifth, Sixth, Eighth and Fourteenth amendments as they pertain to the supervision process. The applications of U.S. Constitution, Missouri Constitution, as well as, state and federal laws are the basis for this course. (4 Hours)

### **Mental Health Issues**

This module covers mental impairments to include developmental disabilities, learning disabilities and mental illnesses. Staff will be provided with information that identifies the signs and symptoms of these types of mental impairments along with an opportunity to discuss and develop strategies for working with the mentally challenged client. (2 Hours)

### **Motivational Interviewing**

While supporting our agency's core communication concept of Reality Therapy, Motivational Interviewing introduces new techniques which have proven themselves beneficial in criminal justice applications. Used with success by substance abuse practitioners to open the lines of effective communications with their clients, motivational therapy techniques have a proven track record of success. This Probation and Parole training module will introduce the newcomer to the benefits of MI, while being presented with an overview of the basic tenets of MI philosophies and practices. (4 Hours)

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## **PRE-SERVICE TRAINING**

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### **P&P Overview, Vision, Values and Principles**

This is a welcome to new staff from the Administrator team and Trainers. This 2 hours will focus on an over view of the training they will receive with an emphasis on the Missouri Board of Probation and Parole's Mission Statement, vision values and principles, an overview of the agency; including history of Probation and Parole in Mo. (2 Hours)

### **Pathway to Change**

The intent of this program is to provide staff with an understanding of the Pathway to Change program. While you won't be tasked with leading offender groups, your knowledge of the program will help you create more positive interactions with the offenders. By understanding the goals and approach of the program you will recognize the specific role you can play in its success. (6 Hours)

### **Sentencing Assessment Report**

This module is designed to provide students with an overview of the prerequisite information needed to complete a Sentencing Assessment Report. The class covers the information and investigation required to provide the Court and Board with a comprehensive report that will aid in sentencing and release determination. (2 Hours)

### **Sex Offenders**

This module is designed to provide staff with a basic understanding of sex offenders. Staff will be provided with information that will enable them to classify types of sex offenders, as well as registration requirements as mandated by statute. (2 Hours)

### **Stating Your Case: Improving Your Report Writing Skills**

During this course of instruction, students will be given the opportunity to enhance their report writing skills, using summarization techniques. (4 Hours)

### **Time Management**

This module provides information on the three basic components of effective time management and suggested techniques and tools for planning optimal use of work time. Participants have the opportunity to apply the concepts through an exercise that presents common duties in an average work day in both an institutional and field office setting and asked to determine the best use of time for accomplishing all given tasks. (2 Hours)

### **Transition Accountability Plan**

The Transition Accountability Plan (TAP) integrates offenders' transition from prison to communities by incorporating a collaboration of resource agencies that will facilitate this transition. This lesson plan identifies changes that have evolved and updates to forms and procedures since the TAP's implementation. This lesson plan is geared to teach new probation and parole officers the necessary information in order to complete a TAP. (8 Hours)

### **Violation Process**

This module will detail the various components of the Violation Process used by the Missouri Board of Probation and Parole. The material covered in this class is violation interview/report, warrant procedures, and preliminary hearing procedures. This is an interactive program where staff are responsible for submitting initial and supplemental violation reports. The module also utilizes scenarios to further illustrate the decision-making process that is necessary when faced with making recommendations to the Court or Parole Board. (6 Hours)

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## **PRE-SERVICE TRAINING**

### **SECTION F: P&P ASSISTANT BASIC TRAINING**

#### **Chemical Dependency**

This course provides departmental staff with an insight into the chemical dependency and our responsibilities in supervising offender who are involved with their use. Staff will explore how their personal biases can impact their supervision of a substance abusing offender; look at how addiction can impact the major life areas of the offender; and explore the different characteristics of drugs that offenders may abuse. (8 Hours)

#### **Conditions, Supervision Strategies / Programs**

This module will provide new Probation and Parole Assistants with a basic understanding of the supervision process regarding offenders who have been placed on Probation or Parole. The class covers several different aspects of the supervision process by providing an overview of the Conditions of Supervision and the intervention levels used to supervise offenders. An overview of programs available for offenders within the various supervision strategies will be explored as well as an overview of the assessment tool used to calculate the appropriate intervention level and predict the potential benefit of the supervision strategy utilized by Probation and Parole Officers. (4 Hours)

#### **Domestic Violence**

This module will take a look at domestic violence, the impact it has on offenders, their families, and society, and causes of domestic violence. We'll also look at how the abuser views the situation, their excuses, and how they believe they can control the situation. (4 Hours)

#### **Evidence Based Practices**

The module is designed to provide an overview of evidence based practices. Evidence based practices moves beyond "best practices" models that were based on the collective experiences of the field in that it emphasizes the results of scientific research. Participants will learn how and why Probation and Parole can use the best available evidence based data to guide consistent policy, procedure and program development decisions. (1 Hour)

## **PRE-SERVICE TRAINING**

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### **Mental Health Issues**

This module covers Developmental Disabilities and Mental Illnesses. Staff is provided with information that identifies the signs, symptoms, and causes of Developmental Disabilities/Mental Illness. This is an interactive program where staff is responsible for identifying barriers and developing strategies for working with the mentally challenged client. The module also utilizes scenarios to illustrate proper intervention techniques required to be used when confronted with a client experiencing a crisis situation or an episode.

(4 Hours)

### **Reception by P&P Administrator, Introductions, Values, and Principles**

This is a welcome to new staff from the Administrative team. This hour will focus on an overview of the training the new officers will receive with an emphasis on the Missouri Board of Probation and Parole's Mission Statement.

(1 Hour)

### **Sex Offenders**

This module is designed to provide staff with a basic understanding of sex offenders. Staff will be provided with information that will enable them to classify types of sex offenders, as well as registration requirements as mandated by statute. (8 Hours)

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## **PRE-SERVICE TRAINING**

### **SECTION G: P&P INITIAL SAFETY TRAINING**

#### **Initial Physical Safety Skills**

One of a multi-module series, it provides Probation and Parole officers with basic defensive skills needed for self-protection. Defensive/disengagement techniques for multiple areas of attacks is the focus of this program. Staff also explore jeopardy and the requirements for force escalation. (15 Hours)

#### **Pepper Spray Use**

This module is one of a multi-series program that provides safety training for probation and parole staff. This particular module addresses the use, effects and first aid requirements of pepper spray. (1 Hour)

#### **Safety Awareness**

One of a multi-module program, Safety Awareness provides new Parole Officers with the basics of field safety. This curriculum addresses potential dangers faced by probation and parole officers caused by the aggressive behaviors of offenders, offender's families, or other non-departmental employees. Strategies are suggested to address or avoid the potentially violent encounters. (4 Hours)

#### **Use of Force Issues**

One of a multi-module program, this lesson plan provides new P&P Officers with the foundational concepts of force, as allowed by law. MDOC policy is addressed through content and through situational exercises, allowing participants to apply the force parameters to scenarios. (4 Hours)

#### **\*Tactical Communication**

This course encourages staff to strive to seek a peaceful and positive resolution to confrontation before it escalates into a physical encounter using empathy, professional integrity, and mediation. Guidelines for developing skills in tactical and professional communication are set while putting responsibility for behavior in its proper perspective. (8 Hours)



### **Weapons Introduction: An Overview**

One of a multi-module program, this lesson plan explores the issue of the Probation and Parole Officer's option to carry a firearm and the qualification course that is required. This program also addresses how to handle and "make safe" a handgun, even if the officer has elected not to carry. Safety issues are a primary focus. (2 Hours)

*\*IPOs are not included in this portion of the training*